



## Conference Call Checklist for Facilitators

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- ☐ **Welcome participants** as they join the call. *If no one joins the call, you can hang up after 15 minutes.*
- ☐ **Ask participants to mute themselves** unless they are speaking. As the host of the conference call, you are able to mute participants administratively by clicking on the "Show Participants" icon and then hovering over the name of the person you'd like to mute, clicking on the three dots, and then selecting "Mute Participant." See the [Technology Guide](#) for more information on how to use the chat box in Microsoft Teams.
- ☐ **Let participants know that they can use the chat box** to submit their questions and that you or the moderator will be reviewing the chat box throughout the call.
- ☐ **OPTIONAL: Record the call:** As soon as everyone has joined and you're ready to officially begin the call, let everyone know that you will be recording the call (if you will be recording the call). It should be noted that some topics may not lend themselves to being recorded, to protect the privacy of the participants/employers. You as the facilitator should use your discretion when deciding whether or not to record the conference call.
- ☐ **Monitor the chat box.** See the [Technology Guide](#) for more information on how to use the chat box in Microsoft Teams.
- ☐ **Facilitate the discussion.** The framework for the conference call is up to the facilitator. However, facilitators should be prepared to share some pre-determined content/take-aways (for example, respond to the questions submitted in advance by the participants) if the learners do not jump right into the discussion or if there are a limited number of participants on the call. Ideas for items to discuss during a conference call include:
  - What was your biggest take-away from the course?
  - What will you use?
  - Come with a question for the group or facilitator.
  - Q&A: What questions do you have for your facilitator and/or fellow learners?
- ☐ **Be ready to share any questions/take-aways** submitted to the Wrap-Up Discussion Forum in the micro course in Moodle prior to the call.